



Tech Install Guide

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Edgenuity solutions have been designed for ease of use with deployment, maintenance, and functionality in a typical educational technology environment. The system predominantly runs on a hosted platform housed within secured data centers. Our customers can feel assured student data is safe and secure with absolutely no work required by school district personnel.

We have taken great care in engineering and designing a robust system with redundancy built in at every level. Multiple levels of backup are incorporated into the onsite and offsite real-time systems. As students and teachers log into our program they access servers located within the secured data centers. Student computers will access the Student Portal via the Internet with information transfer requirements equivalent to standard website interactions. School lab environments will require little Internet bandwidth to function.

The core of the Edgenuity system consists of short video lectures. To maximize program performance and minimize network impact, the Edgenuity system incorporates the use of media appliances. These appliances are self-contained, read-only devices that provide access to the Edgenuity video content library locally. Edgenuity appliances utilize custom programming requiring no backups or user maintenance.

Edgenuity Media Appliances are built on a custom service platform, adding faster performance and greater reliability to our product. Edgenuity appliances come with up to three-year warranty and service contract. Media appliances are configured for your district with an internal static IP address, subnet mask, DNS server IP address, and hostname. An internal static IP address can be used unless you will service students from outside your network (i.e., home).

Edgenuity incorporates redundancy into the media delivery system. If a local media appliance is unavailable to the user, the program automatically rolls the request to another media server, either within your network or within the Edgenuity Media Cloud. If no other appliances are available on your network the user request is sent to the media server cluster and the media is delivered via the Internet. This redundancy helps with the availability of the program to your students. The program requires a minimal set of software and plug-ins, all of which are readily available and free to download. Pre-installment of all required software on your workstations ensures students receive the best experience with this software.

Connection to power and network switch is required for use with a local media appliance. Your Edgenuity Sales Account Executives and Partnership Advisors will work to ensure you have the proper media appliances for your specific needs. Please contact Edgenuity if changes occur within your network for the appliance(s) static IP or if additional assistance is needed.

Edgenuity Minimum System Requirements	
Operating Systems ¹	Browsers
<ul style="list-style-type: none"> • Android™ 5.0+ • Apple iOS 10.3+ • Mac® OS X® 10.9+ • Chrome™ OS™ 57+ • Windows® 7, 8, 10 	<ul style="list-style-type: none"> • Chrome • Firefox® • Safari® • Internet Explorer® 11 • Microsoft® Edge
Processor	<p>* Edgenuity products are tested on the latest supported browser versions.</p> <p>* Internet Explorer is not supported for Middlebury PowerSpeak World Languages.</p>
<ul style="list-style-type: none"> • Processor: 2.33 GHz AMD® -or- Intel® 1.33 GHz • Memory: 1+ GB RAM 	
Sound ³	Network / Speed Connection ²
<ul style="list-style-type: none"> • OS supported sound card • Microphone, Speakers or Headsets 	<ul style="list-style-type: none"> • LAN 100/1000 switched to desktop • Internet access of 384 kbps per concurrent user • Wi-Fi with 54 mbps access points or better

iPad Data Usage When Using Mobile/Cellular Data Plans	
<p>Access to an Edgenuity Media Appliance is unavailable over a mobile data connection. Mobile data usage will average 110 MB per lesson. Semester courses consist of approximately 40-50 lessons.</p>	
<u>Activity Type</u>	<u>Average Download per Activity</u>
Vocabulary	2.1 MB
Warm-up	11 MB
Instruction	73 MB
Online Content	10 MB
Assignment	8 MB

PLEASE NOTE:

- 1 The Android operating system is supported by Edgenuity, but the Android browser is not. Android users should download and only use the Chrome browser to access Edgenuity.
- 2 Slow Internet connections will affect the performance of multimedia elements found in the Edgenuity courses. Recommended workstation Internet access speeds are based on use of an Edgenuity Media Appliance.
- 3 Students will need access to audio capabilities including microphones, speakers and/or headsets.
- 4 Example mobile devices listed above have been tested to be functional when using Edgenuity. Devices not listed may be used providing they meet the minimum requirements. Smart phone and smart watch devices are not supported by Edgenuity.

Edgenuity has deployed an Internal Proxy System, ensuring students are on-task and remain safe when using outside content contained within course activities. This also allows Edgenuity to have a smaller, more static White List.

To support the close and active reading of text for students at all reading levels, Edgenuity provides a CloseReader™ toolset for students. The toolset includes word look-up, text highlighters, annotation tools, read-aloud, and translation. Students can use these features on any HTML text within the system, including text within a third-party website accessed from within the Student Portal.

The CloseReader and Internal Proxy System both rely upon the required ports and White List provided below. Some content filters, web proxies, and/or classroom management software may also require white listing the local media appliance (if purchased). Allowing Google sites listed within the White List through a content filter will not open all Google content, as it is referencing specific directories needed for the CloseReader.

The White List for eDynamic Learning courses can be found at <https://www.edgenuity.com/support/technical-requirements/>.

EDGENUITY NETWORK REQUIREMENTS AND WHITE LIST																																																			
Network Requirements ¹		White List ²																																																	
<p>Required Ports</p> <p>The following outgoing communication ports For required IP ranges must be applied within the network when using Edgenuity.</p> <p>Port 80 Port 443</p> <p>Additional PowerSpeak Protocols</p> <p>The following protocols are required when using courses containing PowerSpeak content.</p> <p>*.powerspeak.edgenuity.com RTMP/E Port 1935/TCP *.powerspeak.edgenuity.com RTMFP Port 1935/UDP *.powerspeak.edgenuity.com RTMP, RTMPT.HTTP Port 80/TCP</p>		<p>Required White List</p> <table border="0"> <tr> <td>*.edgenuity.com¹</td> <td>*.speechstream.net</td> <td>*.sophia.org</td> </tr> <tr> <td>*.edgenuity.us</td> <td>*.bam.nr-data.net</td> <td>*.cloudflare.com</td> </tr> <tr> <td>*.middil.com</td> <td>*.ucopenaccess.org</td> <td>*.pplms.com</td> </tr> <tr> <td>*.education2020.com¹</td> <td>desmos.com/calculator</td> <td>*.k12hsn.org</td> </tr> <tr> <td>*.education2020.us</td> <td>google.com/jsapi</td> <td>*.learnosity.com</td> </tr> <tr> <td>*.explorellearning.com</td> <td>google.com/uds</td> <td>*.onetonline.org</td> </tr> <tr> <td>emissary.edgenuity.com</td> <td>*.bam.nr-data.net</td> <td></td> </tr> <tr> <td>office.microsoft.com</td> <td>*.brightcove.com</td> <td></td> </tr> <tr> <td>labs.eddynamiclearning.com</td> <td>el-gizmos.s3.amazonaws.com</td> <td></td> </tr> </table> <p>Teacher Specific Required White List</p> <table border="0"> <tr> <td>*.box.com</td> <td>*.box.net</td> <td>*.boxcdn.net</td> <td>*.boxcloud.com</td> </tr> <tr> <td>*.boxrelay.com</td> <td>*.zendesk.com</td> <td>*.zoom.us</td> <td>*.smartsheets.com</td> </tr> <tr> <td>*.walkme.com</td> <td>d2qhvajt3imc89.cloudfront.net</td> <td>d3sbxpiag177w8.cloudfront.net</td> <td></td> </tr> </table> <p>Instructional Services</p> <p>The additional sites below are required when using <i>Instructional Services</i> and <i>LivePerson®</i> for tutoring chat purposes.</p> <table border="0"> <tr> <td>sas.illuminate.com</td> <td>liveengage.com</td> <td>liveper.sn</td> </tr> <tr> <td>server.iad.liveperson.net</td> <td>liveperson.com</td> <td>lpsnmedia.net</td> </tr> <tr> <td>e2020.geniussis.com</td> <td>liveengage.net</td> <td>liveperson.net</td> </tr> </table>		*.edgenuity.com ¹	*.speechstream.net	*.sophia.org	*.edgenuity.us	*.bam.nr-data.net	*.cloudflare.com	*.middil.com	*.ucopenaccess.org	*.pplms.com	*.education2020.com ¹	desmos.com/calculator	*.k12hsn.org	*.education2020.us	google.com/jsapi	*.learnosity.com	*.explorellearning.com	google.com/uds	*.onetonline.org	emissary.edgenuity.com	*.bam.nr-data.net		office.microsoft.com	*.brightcove.com		labs.eddynamiclearning.com	el-gizmos.s3.amazonaws.com		*.box.com	*.box.net	*.boxcdn.net	*.boxcloud.com	*.boxrelay.com	*.zendesk.com	*.zoom.us	*.smartsheets.com	*.walkme.com	d2qhvajt3imc89.cloudfront.net	d3sbxpiag177w8.cloudfront.net		sas.illuminate.com	liveengage.com	liveper.sn	server.iad.liveperson.net	liveperson.com	lpsnmedia.net	e2020.geniussis.com	liveengage.net	liveperson.net
*.edgenuity.com ¹	*.speechstream.net	*.sophia.org																																																	
*.edgenuity.us	*.bam.nr-data.net	*.cloudflare.com																																																	
*.middil.com	*.ucopenaccess.org	*.pplms.com																																																	
*.education2020.com ¹	desmos.com/calculator	*.k12hsn.org																																																	
*.education2020.us	google.com/jsapi	*.learnosity.com																																																	
*.explorellearning.com	google.com/uds	*.onetonline.org																																																	
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*.walkme.com	d2qhvajt3imc89.cloudfront.net	d3sbxpiag177w8.cloudfront.net																																																	
sas.illuminate.com	liveengage.com	liveper.sn																																																	
server.iad.liveperson.net	liveperson.com	lpsnmedia.net																																																	
e2020.geniussis.com	liveengage.net	liveperson.net																																																	
COURSE-SPECIFIC WHITE LIST																																																			
<p>The courses listed below have associated sites that are required for instruction</p> <table border="0"> <tr> <td>All English Language Arts Courseware and MyPath</td> <td>merriam-webster.com</td> <td></td> <td></td> </tr> <tr> <td>Career Explorations and Pharmacy Technician</td> <td>onetonline.com</td> <td></td> <td></td> </tr> <tr> <td>Texas History and New Mexico History</td> <td>tsl.state.tx.gov</td> <td>tshaonline.org</td> <td></td> </tr> <tr> <td>Oklahoma History and Government</td> <td>okhistory.org</td> <td></td> <td></td> </tr> <tr> <td>MS U.S. History and MS World History</td> <td>historyguide.org</td> <td>historyworld.net</td> <td>fsmitha.com digitalhistory.uh.edu</td> </tr> <tr> <td>Pre-Calculus</td> <td>themathpage.com</td> <td>richland.edu</td> <td>sosmath.com wtamu.edu math.utk.edu</td> </tr> <tr> <td>All AP Courses</td> <td>collegeboard.org</td> <td>owl.english.purdue.edu</td> <td></td> </tr> <tr> <td>Intro to Information Technology</td> <td>acc6.its.brooklyn.cuny.edu/~gurwitz/core5/nav2tool.html</td> <td></td> <td></td> </tr> </table>				All English Language Arts Courseware and MyPath	merriam-webster.com			Career Explorations and Pharmacy Technician	onetonline.com			Texas History and New Mexico History	tsl.state.tx.gov	tshaonline.org		Oklahoma History and Government	okhistory.org			MS U.S. History and MS World History	historyguide.org	historyworld.net	fsmitha.com digitalhistory.uh.edu	Pre-Calculus	themathpage.com	richland.edu	sosmath.com wtamu.edu math.utk.edu	All AP Courses	collegeboard.org	owl.english.purdue.edu		Intro to Information Technology	acc6.its.brooklyn.cuny.edu/~gurwitz/core5/nav2tool.html																		
All English Language Arts Courseware and MyPath	merriam-webster.com																																																		
Career Explorations and Pharmacy Technician	onetonline.com																																																		
Texas History and New Mexico History	tsl.state.tx.gov	tshaonline.org																																																	
Oklahoma History and Government	okhistory.org																																																		
MS U.S. History and MS World History	historyguide.org	historyworld.net	fsmitha.com digitalhistory.uh.edu																																																
Pre-Calculus	themathpage.com	richland.edu	sosmath.com wtamu.edu math.utk.edu																																																
All AP Courses	collegeboard.org	owl.english.purdue.edu																																																	
Intro to Information Technology	acc6.its.brooklyn.cuny.edu/~gurwitz/core5/nav2tool.html																																																		
<p>1 Ports 80 and 443 must be opened for sites and <i>Present Outbound Internet Addresses</i> noted above. Port 1935 must be opened for sites utilizing <i>Instructional Services</i>. Proxy and content filters may disrupt communication on all ports. Ports 80 and 443 must be open for sites noted.</p> <p>2 Whitelist items must be applied within your network for optimal use. Some items will pertain to general use and/or media appliances, such as Edgenuity website wildcards. Other whitelisted items such as LivePerson and Zendesk® may be used in conjunction with tools utilized for support needs of students and educators. Edgenuity utilizes mp4 video formatting for course content videos. You will need to ensure mp4s are included for white listed sites within the network and the local Edgenuity media appliance.</p>																																																			

Edgenuity System Login and Security: Enhanced Passwords

Edgenuity provides a number of security features including **Enhanced Password Security** for secure student access.

Edgenuity has signed the Student Privacy Pledge developed by the Future of Privacy Forum (FPF) and the Software & Information Industry Association (SIIA). The provisions require additional security to protect student data against unauthorized third-party access.

All passwords are encrypted within Edgenuity preventing the information from being visible within the Student and Educator profile screens. Storing and transmitting encrypted passwords prevents anyone from acquiring passwords and sensitive student data.

Student and Educator passwords can be in any format you wish, and are case sensitive. For security reasons, we recommend against creating passwords with predictable patterns such as student ID numbers. Reset features are incorporated into Edgenuity for Educators assisting users in password retrieval.

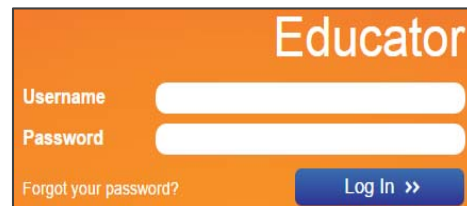
User-Initiated Password Reset

Forgot Your Password

Forgot your password is a self-service feature that can be selected within the Edgenuity login screen should a user be unable to log into their account. Users receive a password reset email to the address on file to regain access.

Password reset emails will come from 'noreply@edgenuity.com'. It is recommended to check Junk or Spam folders within the email account supplied if an email is not received shortly.

Please note: Edgenuity does not require a user email address; it is recommended all educators update their Edgenuity account to include a current email address for the password retrieval feature. Alternative options are available should students not have an email address associated with their Edgenuity account.



Educator-Initiated Password Reset Features

Educators with the security permissions can assist student and fellow educator users in regaining access to their Edgenuity account with *Change Educator (or Student) Password*, *Send Password Reset Email*, and *Get Temporary Password* features.

Please note: When using *Get Temporary Password* the user's original password is removed from the account and will no longer work.

Change Educator (or Student) Password

Change Educator (or Student) Password allows an educator to enter a new student or educator user password.

Send Password Reset Email

A password reset email can be sent if the user account has an associated email address.

Get Temporary Password

Educators can establish a temporary password for users to log in.

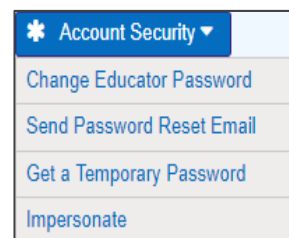
The user must establish a new password after log in. This feature can be used if you don't want the person changing the password to know the final password.

Impersonate

Educators can assist students by logging into the Edgenuity account as the user. Once the account is accessed the educator can view and interact within the system as the user. Impersonation sessions are recorded and logged within Recent Actions similar to other actions that occur within the system.

Please note: When using the Impersonate feature, please be aware of the following:

- A warning will display for an active session if the student is currently logged into their account. Continuing with *Impersonate* will log the student off their active session.
- Any actions taken during an impersonation session will be logged as though the student completed them.



* Password encryption does not affect login credentials managed via API, LTI, LDAP, or SAML integration. Users sign in with credentials managed by a school and are not maintained by Edgenuity. Passwords will not be overwritten for users with nightly imports where manual password changes may occur.

Edgenuity provides a number of security features including IP Registry for secure student access. The IP Registry feature allows schools to prevent students from logging into Edgenuity from outside the school's network.

IP Registry can also be configured to allow student access to Edgenuity from home to complete instructional activities, but require all assessments be completed at school once students are back on the school's network.

How Do I Prepare?

Once you've made the following decisions, you are prepared to enable IP Address Registry.

- For each school, decide which Educator account holders will be given the user permissions to create and administer IP Address Registry and individual student bypasses.
- For each school, determine the IP addresses (or ranges) of the firewall or edge router that represents the 'gateway' to the Internet. You will enter this IP address or range in the Edgenuity configuration page.
- Decide whether you want students on non-approved IP addresses to be completely blocked from accessing Edgenuity, or to be allowed access to coursework but not assessments.
- If you have individual students with permission to do coursework and assessments from home, prepare a list of those students. You will be able to put those student accounts on a bypass list that lets them access Edgenuity from outside the block of registered IP addresses.

Additional information regarding IP Address Registry is available within the Educator portal. Please contact Customer Support for more information for this feature.

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